SHAWDIGITAL PHONE

User guide

SHAW)

CONTENTS

Phone Number _____

Default Voicemail Password _____

Voicemail Access Number _____

HELLO. WELCOME TO SHAW'S HOME PHONE SERVICE.

Inside you'll find easy-to-follow instructions for all the features included with your home phone service, depending on what plan you have selected.

For over 35 years, Shaw has been working hard to provide you with an ever-increasing range of entertainment and communication products, including Shaw Digital TV, Shaw High-Speed Internet and Shaw Digital Phone.

Shaw Digital Phone is about convenience. With two home phone service plans, it allows you to choose the plan that's right for you.

If you have any questions, a Shaw Customer Service Representative will be happy to help. Please call **1.888.472.2222** or visit us online at **SHAW.CA**

VOICEMAIL

Voicemail answers your calls when you are unable to answer the phone. Your personalized greeting is played and the caller's message recorded for you to listen to later.

GETTING STARTED
Before you can use the Voicemail service, you must first initialize your Voicemail box.

Step 1 – Access the system.
> Dial ⬛*⬛ ⬛9⬛ ⬛8⬛ from your home phone.

Step 2 – Enter your temporary password.
Shaw will provide you with a temporary password for your initial log-in.

> Enter your temporary password and press ⬛#⬛.
> Note – if you enter an incorrect password, you will be asked for your mailbox number (your 10-digit phone number), followed by the password again.

> The system will now prompt you to change your temporary password and record your name and greeting.

Step 3 – Enter your new password.
For security reasons, please change your password immediately. You may not reuse your temporary password. The new password length can be 4 to 19 digits.

> Enter your new password.
> Press ⬛#⬛ to finish.
> Press ⬛*⬛ to cancel.

The system will now prompt you to confirm your new password.
> Re-enter your new password.
> Press ⬛#⬛ to finish.
> Press ⬛*⬛ to cancel.

Step 4 – Identify your Voicemail box by recording your name and/or telephone number.
The system will request you to record your name and/or telephone number at the tone. Following that:
> Press ⬛1⬛ to replay.
> Press ⬛#⬛ to accept.
> Press ⬛*⬛ to cancel.

Step 5 – Record your personal greeting.
The system will request you to record your greeting at the tone. When completed:
> Press ⬛#⬛ to end the recording.
> Press ⬛1⬛ to replay.
> Press ⬛#⬛ to accept.
> Press ⬛*⬛ to cancel.

Step 6 – Exiting the system.
To complete your set-up session, hang up.

RETRIEVING YOUR MESSAGES

When you have a new message waiting, you will hear an interrupted dial tone when you pick up the receiver, or your phone's message-waiting light will be flashing (on phones with a message-waiting light feature). You can still make and receive calls when you hear the interrupted dial tone.

To access your voicemail from home:

> Press `*` `9` `8`.

> If you have set up the skip PIN feature, you will not be prompted for your password. (See page 5 for instructions on how to set up this feature.) If this feature is not enabled, please enter your PIN when prompted.

> Note – if you enter an incorrect password, you will be asked for your mailbox number (your 10-digit phone number), followed by the password again.

To access your voicemail while you are away from home:

> Dial your phone number and press `*` when your personal greeting begins.

> Enter your password.

> Note: If you enter an incorrect password, you will be asked for your mailbox number (your 10-digit phone number), followed by the password again.

> Follow the prompts to check for new or saved messages.

To access your voicemail without calling your home phone:

> Dial the Voicemail Access Number (see Appendix A) for the city where your phone service is located.

> Enter your mailbox number (your 10-digit phone number).

> Enter your password.

> Follow the prompts to check for new or saved messages.

HOW TO REVIEW MESSAGES

This system will describe the message (new, saved, when it was received, etc.), and will then play the message. If you have expired messages (messages older than seven days), the system will prompt you with the following menu to review or delete these before proceeding to your new messages:

`0` Help.

`1` Review expired messages.

`2` Delete all expired messages.

After you have entered the system, use the following options while listening to your new or saved messages:

> Press `1` to hear new, unheard messages first; or

> Press `3` to review other messages.

If listening to other messages, press:

`1` To listen to your archived messages.

`2` To listen to messages deleted during your current session.

`3` To listen to messages you have composed for future delivery.

ADVANCED VOICEMAIL FEATURES

REVIEWING MESSAGES

From the main menu:
0 Help.
1 To listen to your new messages.
3 To listen to your other messages.
4 To change your personal options.

During playback:
0 Help.
1 To skip back 10 seconds.
1 **1** To skip back to the beginning.
2 Pause playback.
4 Decrease volume.
6 Increase volume.
5 For envelope information – who sent the message, when and to whom.
3 To skip ahead 10 seconds.
3 **3** To skip ahead to the end of the message.
To skip this message.
7 To delete this message.
9 To save this message.

After playback:
0 Help.
6 To forward this message. Note – messages can be forwarded to other Shaw Voicemail system users only.
9 To save this message.
7 To delete this message.
To skip this message.
5 For envelope information.
* To cancel the message playback and return to the previous menu.

CUSTOMIZE YOUR VOICEMAIL SERVICE

Personal Options menu:
0 Help.
1 To manage your personal greeting.
2 To change your password.
3 To manage your distribution list.
4 To record your name.
* Back to main menu.

HOW TO CHANGE YOUR PASSWORD

From the main menu:
> Press **4** for personal options.
> Press **2** to change your password.
> Enter your new password. Password can be 4 to 19 digits long. You cannot reuse your old password.
> To finish entering password press **#**.
> To confirm password, please re-enter it now.
> To finish entering password press **#**.
> New password confirmed.

TO SKIP THE PASSWORD PROMPT WHEN ACCESSING VOICEMAIL FROM YOUR HOME PHONE

From the main menu:
> Press **4** for personal options.
> Press **2** to manage your password.
> Press **2** for password prompt options.
> Press **1** to skip password prompt.

TO REACTIVATE THE PASSWORD PROMPT WHEN ACCESSING VOICEMAIL FROM YOUR HOME PHONE

From the main menu:

> Press `4` for personal options.
> Press `2` to manage your password.
> Press `2` for password prompt options.
> Press `2` to reactivate the password prompt.

HOW TO CHANGE YOUR PRE-RECORDED NAME

From the main menu:

> Press `4` for personal options.
> Press `4` to record your name.
> Record your new name at the tone. Press `#` when finished.
> To accept new name press `#`.
> To replay press `1`.
> To erase and re-record press `*`.

HOW TO CHANGE YOUR PERSONAL GREETING

From the main menu:

> Press `4` for personal options.
> Press `1` for personal greeting.
> Press `2` to record a personal greeting.
> Record your greeting at the tone. Press `#` when complete.
> To accept press `#`.
> To replay press `1`.
> To erase and re-record, press `1`.

Personal greeting menu:
`1` To listen to your greeting.
`2` To re-record your personal greeting.
`3` To delete your personal greeting.
`*` To return to the previous menu.

After leaving a message:
`0` Help.
`#` To send message.
`1` Replay message.
`2` Append message.
`3` To mark message as urgent.
`4` To mark message as private.
`*` To erase and re-record.

PERSONAL DISTRIBUTION LISTS

Distribution lists contain the phone numbers of other Shaw home phone service users. You can use distribution lists to quickly forward Voicemail messages to all users on the list.

`0` Help.
`1` Review distribution lists.
`2` Create distribution lists.
`3` Delete distribution lists.
`4` Modify existing distribution lists.
`*` Previous menu.

CALL FORWARD

Call Forward redirects your incoming calls to another phone number. You can forward calls to any local number you choose.

To set up Call Forward:

> Lift the receiver and dial `*` `7` `2`.

> When you hear the dial tone, dial the 10-digit number you want your calls forwarded to. If you want calls forwarded to your voicemail, dial the number that corresponds to the area you live (see Appendix A).

> Once your call is answered, you can hang up. Call Forward is now in effect.

> Your call must be answered in order for call forwarding to be initialized.

If the line is busy repeat the steps above. You will hear a confirmation tone to let you know Call Forward is in effect.

To cancel Call Forward:

> Lift the receiver and dial `*` `7` `3`.

> When you hear a series of beeps, this indicates Call Forward has been cancelled.

> You can only cancel Call Forwarding from the phone you activated it with.

While Call Forward is in effect:

> You may still make calls from your phone.

> Callers will receive a busy signal when the number that your calls are forwarded to is busy.

> Calls that are unanswered at the forwarded number will not route to your Voicemail.

> Call Waiting is inoperable. You will not receive a Call Waiting signal, and the call will automatically be forwarded.

> You will hear an announcement that "the feature is already successfully activated" if you try to set up Call Forward when it's already in operation.

CALL WAITING

With Call Waiting, you'll know if another call is coming in when you're already on the line. If you have a caller ID phone, the names and numbers of incoming calls will be displayed when you are on the phone.

When you are on the phone and someone else is calling you:

> You'll hear a single tone when another call is waiting. If you have Call Waiting with Call Display you will hear a series of tones.

> Press and release the receiver-disconnect button (or link or flash). Caller #1 is now on hold.

> You can now speak privately to caller #2.

> Press the receiver-disconnect button again (or link or flash) to return to caller #1.

Note: Call Waiting will not work if a phone extension is in use. Extension users must hang up during all switching between calls.

To temporarily cancel Call Waiting:

Before you make a call:

> Dial [*] [7] [0]. Listen for two beeps.

> Listen until no further beeps are heard and make your call.

> Call Waiting will be restored when you hang up.

What happens when using Call Waiting:

> Callers will hear a normal ring instead of a busy signal when you are already on the phone. If you have temporarily turned Call Waiting off, second callers will hear a busy signal or be routed to your Voicemail, if you subscribe to Voicemail Services.

> Waiting calls that are not answered will be routed to Voicemail if you subscribe to Voicemail. You can find the telephone number of the second call by using the Call Return service. (See page 8 for more information.)

> If you lose a call, hang up. The phone will automatically ring and the call will be re-established.

> Call Waiting does not work when you are on a 3-Way Calling call. Additional callers will be routed to Voicemail or receive a busy signal.

CALL DISPLAY

Call Display shows an incoming caller's name and telephone number (if available) on a caller ID unit, or a caller ID-equipped phone, before you answer.

To use Call Display:
You don't need to do anything to use Call Display – just watch the display screen on your caller ID-equipped phone or caller ID unit when a call comes in. After the first full ring, the phone number and name will appear if the call is from an area where Call Display service is available.

"Unknown Number" and "Unknown Name" will be displayed if the call is from a pay phone, some cellular phones, areas where Call Display features are not available, or an operator-assisted call where operator assisted blocking was requested.

"Private Number" and "Private Name" will be displayed if the caller activated Call Display Blocking.

To use Call Display Blocking:
If you do not want your name and phone number displayed when you make a call, you can activate Call Display Blocking.

> **Dial `*` `6` `7` before placing a call.**
> **"Private Number" and "Private Name" will be displayed.**
> If you have a non-published telephone number, but wish to display your name and telephone number, dial `*` `8` `2` before placing a call.

3-WAY CALLING

3-Way Calling lets you talk with two other people in one call.

To use 3-Way Calling:

> Phone the first person and tell them you're going to bring another participant in.

> Press the receiver-disconnect (or link or flash) button to place them on hold.

> When you hear the dial tone, call the next participant.

> When the second participant answers, press the receiver-disconnect button again (or link or flash). All three people will be connected in one call.

3-Way Calling tips:

> If you are unable to reach the second participant, press the receiver disconnect button (or link or flash) twice to connect back with the first person you called.

> If you reach a participant's voicemail, press ＊ three times to disconnect.

> As long as you remain on the line, either one of the other participants can hang up and you can continue to talk to the remaining person.

> During a 3-Way Call, Call Waiting will not work. The caller will be routed to Voicemail if you subscribe to Voicemail Services, or they will receive a busy signal.

> All extension phones must be hung up in order to use 3-Way Calling.

CALL RETURN

With Call Return, you can dial the last number that called you whether you answered the call or not. Call Return works with direct-dialed calls from most areas.

To use Call Return:

> Dial ＊ 6 9 to hear a recording of the phone number of the last incoming call.

> Call Return will not work when the call is from a private number, a blocked number, or 1-800 or 1-900 numbers. In some cases, Call Return will not work outside of your local calling area.

Call Return cannot return a call to a number that has Call Forward activated. You will receive a message that Call Return does not follow Call Forward.

Calls cannot be returned when calls are placed from:

> Phones using Call Display Blocking features – you will hear a voice message saying that the call was marked "private."

> Some pay phones, business lines, cell phones and long-distance connections.

> The operator.

ANONYMOUS CALL REJECTION

With Anonymous Call Rejection you can avoid receiving a call from numbers that have a privacy feature activated such as Caller ID Blocking. When Anonymous Call Rejection is activated your phone will not ring. Instead, the caller will hear a recording that informs them that you do not accept calls from blocked numbers. They will then have to hang up and unblock their number to have their call placed through to you.

To use Anonymous Call Rejection:

> Lift the receiver and dial ⊛ 7 7 .
> You will hear a recording confirming that Anonymous Call Rejection is activated.
> Anyone calling with a blocked number will hear a recorded message indicating that your telephone line is not accepting blocked calls.

To cancel Anonymous Call Rejection:

> Lift the receiver and dial ⊛ 8 7 .
> You will hear a recording confirming that Anonymous Call Rejection is deactivated.

SHAW DISTINCTIVE RING

With Shaw Distinctive Ring you can have up to three additional telephone numbers assigned to your home phone line. It's not an extra line, but a feature that allows your home telephone to ring differently depending on what number a caller dials. This allows you to assign a distinctive ring to any member in the house so you'll know who the call is for based on the ring tone. You can also assign a Shaw Distinctive Ring to your fax machine so you can tell regular calls from incoming faxes. Call **310-SHAW** for more details.

SHAW LONG DISTANCE

Whether you are a Shaw Digital Phone or Shaw Digital Phone Lite customer, you will enjoy our competitive international rates and services that will help you keep in touch with friends and family around the world.

With Shaw Digital Phone you will receive 1,000* monthly minutes of no-charge calls to destinations in the U.K., Europe, Asia Pacific and South America.

With Shaw Digital Phone Lite you will benefit from our 4¢ per minute rate to the same Shaw International destinations in the U.K., Europe, Asia Pacific and South America, as well as Canada and the U.S.

SHAW INTERNATIONAL DIRECT

For calls to destinations outside of Shaw International there is Shaw International Direct, featuring the most competitive calling rates available. You can call destinations such as the Philippines or India.

SHAW PREPAID CALLING

Shaw's Prepaid Calling Plan lets you enjoy great international calling rates even when you're not using Shaw Digital Phone. You can use Shaw's prepaid plan from a cell phone, a pay phone, a hotel room phone - virtually any phone, from anywhere. Shaw's Prepaid Calling Plan allows you to prepay as much or as little as you want, and the plan is activated instantly. Our plan has no hidden fees – no connection fee, no monthly fee, and no minimum charge per call. Your prepaid amount goes completely towards your long-distance usage. Visit **SHAW.CA** to order a Prepaid Calling Card or call **310-SHAW** for details.

*Shaw Digital Phone includes only 1,000 minutes of international calling per month and is limited to the Shaw International Calling destinations. Some mobile phone and outlying territory terminations are excluded from the Shaw International Calling Destinations. International calls placed outside of the international calling areas are subject to regular Shaw International Direct per-minute calling rates.

APPENDIX A

Dial Voicemail Access Toll-Free Number From Anywhere in Canada or the U.S.:

> Dial the toll-free number at 1.866.656.7429 from anywhere in Canada or the United States.

> Enter your mailbox number (your 10-digit phone number) followed by `#`.

> Enter your password followed by `#`.

> Follow the prompts to check for new or saved messages.

CITY VOICEMAIL ACCESS NUMBER

Airdrie 403.420.3999
Brentwood Bay 250.665.7999
Burnaby (New Westminster)
604.395.2999
Burnaby (Vancouver) 778.327.7999
Calgary 403.355.5099
Canmore 403.675.6245
Cochrane 403.855.3999
Edmonton 780.644.0099
Fort McMurray 780.747.3999
Ft Saskatchewan 780.936.6999
High River 403.469.3999
Kamloops (South) 250.434.9999
Kelowna 250.448.9899
Lethbridge 403.388.3999
Medicine Hat 403.488.3899
North Vancouver 778.338.3999
Newton (Surrey, BC) 604.595.6999
Okotoks 403.939.3999
Penticton: 250.276.6245
Red Deer 403.755.3999
Richmond 604.295.3999

Saanich 250.665.7999
Sherwood Park 780.640.7999
Sooke 250.664.7999
Saskatoon 306.979.6245
Spruce Grove 780.946.6999
Strathmore 403.480.3999
St. Albert 780.651.7999
Vancouver, City of 778.327.7999
Vernon: 250.275.6245
Victoria 250.220.4699
West Vancouver 778.280.7999
Whalley (Surrey) 778.394.6245
White Rock 778.292.7999
Winnipeg 204.282.1099

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FOR FURTHER INFORMATION

DIRECTORY ASSISTANCE

To access directory assistance, dial 411 for local and North American numbers.

24/7/365 SUPPORT

Technical support is available 24 hours a day, 7 days a week, 365 days a year – simply dial 611 from your Shaw home phone service. If calling from another phone, dial **1.888.472.2222**.

To find out more CALL **1.888.472.2222**
OR VISIT **SHAW.CA** where you'll also find our Terms and Conditions.